

FEATURING BEST PRACTICES OF STATE AGENCIES AND INSTITUTIONS OF THE COMMONWEALTH OF VIRGINIA

Licensee Testing

Knowledge Automated Testing System (KATS)

**Virginia Department of Motor Vehicles
implemented this best practice
in 1996**

*Qualifying under the
Best Practices catalogue*

3 Provide Capabilities
31 Manage resources and capabilities
311 Process requests for products and services

Best Practice Summary (how it works, how you measure it)

The KATS is an automated testing system used to administer all knowledge tests given by DMV. It replaced the standard paper/pencil test in all 73 of Customer Service Centers (CSCs) and two Mobile Customer Service Centers (MCSCs). All test questions are stored in the KATS database. When the DMV examiner requests a test from the system for a customer, the system creates a customized test by randomly selecting the appropriate number of questions from the database. The system also randomly selects the pictures/graphics and scrambles the questions and answers so that every test given is unique. The customer interacts with the system by touching the screen to select the answer and advances through the test until the system notifies them that they have passed or failed. The customer also has the option of receiving the questions by audio and responding by touching the screen to select the answer.

The system is utilized to offer "one-stop-shopping" in conjunction with other state agencies. Currently, DMV works with the Virginia Motor Vehicle Dealer Board to offer automobile dealer and salesperson testing. DMV also works with the Virginia State Police to offer vehicle safety inspector testing on KATS. In 1999 DMV began offering the pesticide applicator certification test for the Department of Agriculture and Consumer Services. This partnership enables customers the choice of 73 DMV service outlets statewide to complete testing.

Impact on the Process Organizational Performance (OUTCOMES)

KATS has reduced the time it takes a customer to complete the standard driver's license test from an average of 20 minutes to 8 minutes. Since its inception, over 1.5 million tests have been given on the system. Currently, CSCs have between 2 and 16 test stations. The number of stations installed at a CSC is based on transaction volumes and space.

Best Practice Qualification

KATS offers a number of benefits to customers. First, it reduces the test taking time. Secondly, it reduces the incidence of cheating because each test is unique. Thirdly, it offers one-stop-shopping for customers because DMV offers other organizations the opportunity to place their tests on KATS.

For Additional Information

Virginia Department of Motor Vehicles
2300 West Broad Street
Richmond, VA 23220

Janet Smoot
(804) 367-1998
dmvjes@dmv.state.va.us

David Pierce
(804) 367-8809
dmvdlp@dmv.state.va.us